

Solicitation # MDM028490  
 MHBE Consolidated Service Center  
 Amendment 1, Item 6, Technology Section 3.2.1.20

3.2.1.20	Technology	<p>Contractor shall have capability to securely add remote locations and remote employees for business redundancy and expansion planning, consistent with Section 3.8.3 Information Security Requirements.</p> <p>The Contractor must provide adequate network infrastructure, bandwidth and expert support services to acquire and complete circuit connectivity within the Servicer Center facility up to an including connectivity to all needed MHBE applications and supporting Contractor applications.</p> <p>The Contractor must provide phones, headsets, computers, monitors, keyboards, mice and other peripheral equipment necessary for CSRs to perform call center activities.</p> <p>The Contractor must supply all PCs, monitors, printers, network routers, network switches, data center racks, and wiring sufficient to meet network and operational needs.</p> <p>Contractor will assume billing and cost management responsibilities for establishing and maintaining all connectivity necessary to fulfill this contract.</p> <p>The Contractor will provide redundant network services in order to fulfill the needs of the contract.</p> <p>The Contractor is required to provide battery backup for all routers, switches and servers.</p> <p>The Contractor must provide enough bandwidth to record 100% of all voice and data traffic.</p> <p>The Exchange will provide CRM Users License sufficient for the number of required staff and Maryland.gov email addresses for managerial and escalation staff as jointly determined necessary by MHBE and Contractor.</p> <p>The contractor must maintain their intranet and internet connectivity to the following applications:</p> <ul style="list-style-type: none"> <li>• The HBX, SailPoint</li> <li>• The Exchange’s Learning Management System (LMS)</li> <li>• The Exchange’s Customer Relationship Management System (CRM)</li> <li>• The Exchange’s SharePoint and/or Google Docs and other shared resources as deemed necessary by MHBE.</li> </ul> <p>The Contractor will ensure desktop upgrades to support CSC tools to CSR desktops. Contractor will use an updated version of Google Chrome or supported browser that is compatible with</p>
----------	------------	---

Solicitation # MDM028490  
MHBE Consolidated Service Center  
Amendment 1, Item 6, Technology Section 3.2.1.20

		<p>MHBE applications, or such other upgraded versions as required, to connect to the HBX applications;</p> <p>The Contractor will provide the capability to record 100% of all calls and screens viewed (i.e.: chat). The recordings must be exportable in a format that can be viewed and heard and will supply support to MHBE as needed if calls and recordings are needed for MHBE review.</p> <p>The Contractor shall provide a help desk resource, during business hours and as necessary for internal technology-related escalations.</p> <p>The Contractor shall provide computing systems workstations with the following minimum specifications:</p> <ul style="list-style-type: none"><li>• Processor - 7th Generation - i7 Processor or better</li><li>• Memory - 16 Gig minimum</li><li>• Disk Space - Minimum 256 SSD or Regular Hard Drive (500Gig)</li><li>• Full disk encryption</li><li>• Monitors (2) - 24 inch monitors</li></ul> <p>The Contractor shall have technical support for all provided systems, desktops, telephony (including remote telephony) and network connectivity.</p> <p>The Contractor shall provide a technical lead to manage and coordinate all aspects of technology, including but not limited to voice, data, desktops and cloud based systems and whom all technical communications will be communicated.</p>
--	--	---